

**Town of Tyngsborough, MA**  
**Position Description**

**Job Title:** Information Technology Administrator  
**Department:** Management Information System  
**Reports to:** Town Administrator and/or designee  
**Prepared Date:** November 2015

**SUMMARY**

Responsible for the operation, oversight, and maintenance of servers, website, and network for the Town of Tyngsborough. This is an 18-hour per week, exempt position without benefits. This position does not have defined work hours. However, the employee shall coordinate, with the Town Administrator from time-to-time, a general work schedule. The employee will be required to work a combination of hours during normal business hours, evenings, and weekends (when applicable), to meet the requirements of maintenance, malfunction and/or disaster recovery.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Manages and provides hardware and software troubleshooting, training and consultation, installation and recommendations about future planning and development of resources. Overseeing all aspects of the municipal LAN and WAN configurations within the town offices administering shared network resources, database management, internet access, website, and electronic mail.

Recommends policies and procedures for current and future information systems and activates supporting municipal operations.

Advises the Town Administrator, Board of Selectmen and the public regarding questions of procedures and information related to the Town's information and telecommunication systems.

Coordinates activities with other employees, departments or agencies. Evaluates trends in information and telecommunication technology, hardware, software and networking and makes recommendations to the departmental administrators regarding appropriate hardware, software and system needs. Coordinates inter-departmental resources in implementing and maintaining information systems.

Develop a reasonable yearly budget for hardware and software upgrades for the Town as well as repairs and maintenance for existing equipment. Monitor the budget throughout the year.

Perform any other similar or related duties, under either heading as directed by the Town Administrator and/or designee.

**SUPERVISION RECEIVED**

Works under the supervision and direction of the Town Administrator and/or designee.

**DESIRED MINIMUM QUALIFICATIONS**

Bachelor's Degree in Information Technology or Computer Science, or a Bachelor's Degree plus one year of experience in Information Technology, preferred.

Working knowledge of Windows Server 2008-2012, Windows Operating Systems. SQL Server experience, preferred.

Willingness and ability to work effectively with individuals and small groups to facilitate troubleshooting, training, etc.

Confidential position that is self-motivated, organized, and creative. Strong interpersonal and communication skills.

**TOOLS AND EQUIPMENT**

Operate computers, tablets, printers, servers, calculator, copier, fax, telephone.

**PHYSICAL DEMANDS**

Moderate physical effort is required to perform duties under typical information technology conditions. The employee is frequently required to sit, stand, hear, and view. Vision requirements include the ability to operate devices and the use of computers. Must be able to lift and use electronic equipment and associated hardware.

**WORK ENVIRONMENT**

Work is performed under office conditions. Employee will need to be available during normal business hours and in case of a malfunction or maintenance, evenings and weekends. The noise levels vary.